

## **ChartCaddy Help**

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# Getting Started

## Big Picture System Overview

ChartCaddy is an electronic medical records and billing system that is intended to improve the work flow based on, and drastically reduce the use of, paper forms. It is a web based system that can be used on any device with a relatively modern web browser, including computers, tablets, and smart phones. Because it was designed to be used with a web browser, the user interface for the system is generally familiar, simple, and consistent. Once you understand a few basic concepts you should be able to use most of the system with little trouble.

## Documents Overview

The system is document centric which means almost everything you do in ChartCaddy is accomplished by creating or finding the document you are interested in, and then working with that document. You select a document either directly from the main menu, from the search results of a report, or from a list of "child" documents presented within a "parent" document. For example, a "Client" can be associated with several programs, so on the client document there is a list of programs. Some child documents are important just by being listed, while other child documents contain important information which can be viewed and edited by double clicking on them. Such child documents are never listed in the main menu, and you click the "Back" button to get back to the parent document. Some of the larger documents have tabs, and each tab can be saved individually. All documents can be customized per organization, and chart item documents can be customized based on program and service.

## Main Menu Overview

The main way to navigate ChartCaddy is the main menu, which is always on the left side of the screen after you log in. The main menu is simply a tree consisting of documents or reports that generate a list of documents. If you select a document from a report then that document is listed "under" the report on the main menu that you searched from. Up to four documents can be listed under an item, and each subsequent document selected of the same type replaces the document that was viewed least recently.

For example, the top level "Charts" menu item is a report where you can search for client charts. When you run a search and select a chart, the name of the client shows up under the "Charts" menu item as another menu item. That menu item is a list of documents related to the client, and if you select one of those documents it is listed under the chart you are viewing on the main menu. Therefore the "Charts" menu item can have two levels of documents underneath it. The fifth chart that you open will replace the chart you viewed the longest time ago on the main menu.

## Reports Overview

While the system is document centric, you need to be able to find documents that you are interested in working with. In ChartCaddy the main way to do that is with a report. Most documents come with a dedicated report. A surprisingly important skill to have when you first start out using the system is the ability to distinguish between a report and a document. You can tell that you are viewing a report if the form has a Search button and it has a standard report result. The standard report result is a list of items, and a row of buttons below the list with options like "Select Page" and "Print List".

When viewing a report, to perform a search for documents you enter search criteria in the fields above the Search button, and then click the Search button. For text search criteria you can use the percent sign (%) as a wild card character. Documents that match your search criteria will be listed in between the "Search" and "Select Page" buttons. There is no global document search, by which I mean only documents associated with a report will be returned. In other words, the Payment report only returns a list of Payment documents, and the Client report only returns a list of Clients. To the right of the "Search" button are the "Defaults", "Clear", and "New" buttons. The defaults button clears the search criteria and may set some search default values. The clear button just clears the search criteria and doesn't set any defaults. A New button may

or may not exist, and if it does clicking results in a new document being created. The new document will not show up on the report until it has been successfully saved once.

Once you have a list of documents, you can select all of them or select none of them with the "Select Page" and "Select None" buttons respectively. You can also select a document by single clicking a document listed. You can select more than one document by holding down the Control key when selecting them. You can select a range of documents by selecting the first document and then holding the Shift key when selecting the last one. Selected documents turn blue. Once selected, you can print or export the list with the "Print List" and "Export List" buttons, or print or export the documents themselves with the "Print Selected" and "Export Selected" buttons. If your search returns more documents than can be displayed, "Next" and "Previous" buttons will appear near the top of the results.

## Support Overview (Read This First)

The best way to get support is by email ([support@chartcaddy.com](mailto:support@chartcaddy.com)) or by phone ([405-698-3681](tel:405-698-3681)). Phone support is available during standard business hours of Monday through Friday, 8AM to 5PM CST except for nationally recognized holidays. Email will be answered as quickly as possible during standard business hours and may also be answered outside of normal support hours.

## Training Login

Normally to log into and use the system you open up a web browser and go to <https://www.chartcaddy.com>. However, there is a training login available at <https://beta.chartcaddy.com> for when you want to experiment or just play with the system. The training system is separate and distinct from the regular system, and the data in the training system gets over written with a copy of the regular system every Thursday morning. This means that after an account for you is added to the system you may not be able to log into the training login until the following Thursday.

## Classes and Permissions

When your administrator sets up your ChartCaddy login, one of the things they specify is what user class you belong to and any extra permissions you have. Permissions determine what documents you have access to (including client charts), how much of a document you have access to, and what changes you can make to a document. Together with document statuses and chart item flags, permissions also determine whether or not you can create new documents and how far you can work a document through the system. A user class is simply a bundle of permissions that can be assigned to a user that has a common role in the organization, like administrator or service provider.

## Help Content

This help content is available online (<https://help.nontrivial.net/portal/kb/nontrivial-solutions/chartcaddy>), when logged into ChartCaddy under the top level "Help" main menu option, and in PDF format (<https://www.chartcaddy.com/static/chartcaddy-help.pdf>).

# Main Menu - Calendar

## Acuity Scheduling

Acuity Scheduling is a third party website that provides robust, HIPAA compliant scheduling, with many features, at a reasonable cost, and with good customer support. ChartCaddy is able to tightly integrate with Acuity Scheduling so that changes to appointments/chart items, clients, events, and payments made in one system are instantly reflected in the other system. To enable the integration and provide for HIPAA compliance, the "Powerhouse" level Acuity Scheduling subscription is required which costs \$50 per month. This level of subscription supports up to 36 users providing services and if you have more then you need to contact Acuity directly about pricing. Acuity offers a seven day free trial so you can try out both Acuity and the ChartCaddy integration without cost for a limited period. Some of the features that Acuity offers is:

1. Industrial strength, HIPAA compliant client scheduling
2. Client appointment reminders via text
3. Client appointment reminders via email
4. Client self scheduling, including group sessions
5. Client payments with PayPal, Square, or Stripe
6. Embedded scheduling widget on your website
7. Easily initiate video conferences with clients
8. Save credit card details for future sessions
9. Android, Apple, and web applications
10. Optionally require clients to fill out a form before a session
11. Optionally require clients to pay before a session

## Acuity Integration Notes

The Acuity integration with ChartCaddy is good but there are some things to keep in mind:

1. On Acuity there are users and calendars, and first you add a calendar and then you link one or more users to that calendar.
2. ChartCaddy assumes that each Acuity calendar corresponds to a ChartCaddy user, and while not every ChartCaddy user has to be associated with an Acuity calendar, every Acuity calendar needs to be associated with exactly one ChartCaddy user. ChartCaddy initially maps calendars to users by name, but the name of the Calendar can be changed once the map is successful. This means that you **MUST NOT** "recycle" calendars on Acuity, or in other words, if a calendar is no longer desired on Acuity you should delete it and **NOT** rename it to be for another user. Acuity does not provide a way for ChartCaddy to update the calendar details, so if the name of the user changes in ChartCaddy then the name of the Acuity calendar must be updated manually.
3. When setting up your Acuity account the most import thing to get right is what Acuity calls "Appointment Types". Basically ChartCaddy looks at the Acuity appointment type names for certain key words and then tries its best to map them to services in ChartCaddy. Currently valid key words are: Assessment, Case Management, Counseling, Crisis, Family With, Family Without, Intake, Interactive, Plan, Rehab, Screening, Skills, and Testing. You don't need to add an appointment type for each keyword, but each appointment type must contain a keyword for it to be mapped. "Contact" can be used instead of "Intake". "Couple" can be used instead of "Family". "Session" or "Therapy" can be used instead of "Counseling". If the appointment type has the "Family" or "Couple" keyword then it must also have either "With" or "Without" in the name as well. The "Telemedicine" keyword can also be used to limit the mapping, but you either need telemedicine versions of all appointment types or no telemedicine appointment types.
4. Appointment types are either for an individual or for a class, and if you designate an appointment type as a class then it maps to a group service in ChartCaddy. Acuity class appointment types only make sense for Counseling and Rehab.
5. Another important thing to know about Acuity appointment types is how the duration works. A specific duration is tied to an appointment type and it can not be changed. In other words if you specify a duration of 30 minutes for an Acuity appointment type then those type of appointments will always appear as 30 minutes on Acuity and you can not change it. You may want to set up similar appointment types that have different durations. You can change the duration in ChartCaddy, which is not reflected on Acuity, and *this is one of the rare cases where a change you make in one system is not instantly made in the other system*. You can think of the Acuity duration as the expected duration and the ChartCaddy duration as how long a session actually lasted. In Acuity you can add time padding for an appointment type and, for example a 60 minute services, we recommend that you set it up as a 55 minute

- appointment with 5 minutes of padding at the end. This is because ChartCaddy does not allow services to overlap by even a minute, so if you set up appointments for the full 60 minutes then back to back appointments would cause both items to be flagged as rejected in ChartCaddy.
6. If a client does not exist or the appointment type name has the "Intake" keyword, then a Contact (incoming referral) is created instead of a chart item in ChartCaddy. Therefore new clients should **only** be scheduled for Intake appointments until the Contact is finalized in ChartCaddy and they exist as a client. You might want to make all appointment types private in Acuity except an Intake appointment type, although that would prevent clients self scheduling most appointment types.
  7. Once you have your appointment type set up you need to go back to each calendar and select which appointment types should be available for that calendar.
  8. Acuity clients are mapped using their first name, last name, and phone number **ONLY**. This is a good but not great way to do it, but unfortunately it is the only option with Acuity. By default Acuity does not require a client phone number so it is highly recommended that you set that option to require clients to enter a phone number.
  9. One **potential deal breaker** for some organizations is that every user on Acuity can see the name and contact information of every client on Acuity. This is an Acuity limitation and there is no way to change it, but at least users can only see client appointments for calendars they are linked to.
  10. Only Draft chart items can be edited in ChartCaddy, so only Draft chart items are synchronized with Acuity. In other words, *once you complete a chart item in ChartCaddy it will not be updated with any changes from Acuity*. All future chart items in must be Draft.
  11. The equivalent of canceling an appointment on Acuity is to change the service of a chart item to "For Information Only" or "Encounter Canceled". However unlike Acuity, in ChartCaddy the service can be changed back. Therefore when using Acuity, if you cancel an appointment, you can uncanceled it in ChartCaddy but *that change is not reflected back in Acuity*. Flagging a chart item as deleted in ChartCaddy also cancels the appointment on Acuity.
  12. In addition to setting available hours, Acuity also provides "Block Off" times for events like vacation and doctor appointments. Unfortunately Acuity only allows limited ability to synchronize them, so even though ChartCaddy synchronizes Acuity block off times to events there are restrictions with editing these linked events in ChartCaddy. All Acuity recurring events must be edited on Acuity. Adding events in ChartCaddy will add a block off time on Acuity, and setting an event IsActive or IsBlocking to No will delete the linked block off time on Acuity. To make some changes to linked events you need to set IsActive or IsBlocking to No, make your changes, and then set IsActive and IsBlocking back to Yes. Changes to block off times made on Acuity occur overnight in ChartCaddy.
  13. Currently the Acuity features locations, add-ons, certificates, and orders are not supported and are ignored by the synchronization process. However if you would like them to be supported please contact us about it. We also plan on supporting synchronizing form data with Acuity in the future, but to best accomplish that we need to work with a customer generating real Acuity data. If you are interested in being that customers please let us know.
  14. Acuity can be set up with PayPal, Square, or Stripe to process client payments. It looks like Square is best supported (and a card reader is available), but more information on that is [available here](#).
  15. Acuity is **not** set up for HIPAA compliance by default. You must follow [the steps in this article](#) to make Acuity HIPAA compliant. Some of this process involves setting an option and signing a BAA, but it also involves either disabling notifications or updating them to not include client information. Finally, certain features such as synchronizing your calendar with your phone are disabled.
  16. **After adding or updating appointment types or calendars on Acuity you need to click the "Process Acuity" button in ChartCaddy for those changes to be picked up immediately.** Only appointment and client information is synchronized immediately while other information is synchronized over night or when the Process Acuity button is clicked.

## Acuity Integration Setup

1. First go to <https://www.acuityscheduling.com/> and sign up for an account. You must sign up for the "Powerhouse" level account. Acuity has a setup wizard that walks you through setting up what is needed, and in general work your way through that wizard. Acuity has [a helpful guide for getting started](#).
2. Initially set up at least one calendar. An Acuity calendar must correspond to a single ChartCaddy user, and at least initially the name of the Acuity calendar must match the name of the user in ChartCaddy. Once the calendar is successfully associated, if desired the name of the Acuity calendar can be changed. If at some point you no longer need an Acuity calendar it is important to delete it rather than rename it to be used for another ChartCaddy user.
3. Initially set up at least one appointment type. This is a crucial step, and you might want to just set up one or two appointment types and play with Acuity before setting up the rest of them. The three most important things to remember are A) the name of the appointment must contain a keyword that ChartCaddy recognizes, B) add a few minutes of padding for the duration (for example a 55 minute duration with 5 minutes of padding at the end), and C)

classes in Acuity map to group sessions in ChartCaddy. The duration for individual appointments on Acuity can not be changed and are locked to whatever you set for the appointment type.

4. It is your choice to use Square, Stripe, Paypal, or no payment processing. If you want to use payment processing but aren't sure it seems as though Square is best supported by Acuity. More information on that is [available here](#).
5. Go over the various options under Customize Appearance -> Scheduling Page Options and pick the settings that seem to be the best fit for you. It is highly recommended that you require phone numbers to be entered for each client and hide the "any available" calendar option.
6. It is **absolutely mission critical** that you go through the steps to make Acuity HIPAA compliant. These steps include signing a BAA. You must follow [the steps in this article](#) to make Acuity HIPAA compliant. The syncing process synchronizes client information so it is important to complete this step before you link ChartCaddy to your Acuity account.
7. At this point you should have completed all the Acuity setup wizard and HIPAA compliance steps. To link ChartCaddy to your Acuity account, log into ChartCaddy, go to Settings -> Organization, and click the "Process Acuity" button. **If an error occurs then try to resolve the issue and then click the button to try again.** If you have any issues, problems, or questions about the process please contact customer support.

## More On Appointment Types

All the appointment types you add on Acuity have to be mapped correctly or else the synchronization process does not work. We seem to be having the most problems with this, so here are a list of example appointment type names that you can just copy and paste. However, you can customize this list a bit and for example use "therapy" or "session" instead of "counseling" and "contact" instead of "intake".

1. New Client Intake
2. Assessment
3. Screening
4. Service Plan
5. Family Counseling With Client
6. Family Counseling Without Client
7. Group Counseling
8. Individual Counseling
9. Interactive Counseling

## Calendar

The calendar is where you can view chart items, group sessions, and generic events in a daily, weekly, or monthly calendar view. Chart items and group sessions appear on the chart automatically when services are documented. Generic events are intended to be used for events not directly related to clients, such as vacations, dental appointments, or organization meetings. Click on a calendar item to view and/or edit it. Click on an empty space to schedule a new event for that date and time. The calendar is an excellent way to determine which items that are overlapping per provider, as the overlapping items will appear side by side.

Venues can be set up under Settings -> Organization -> Venues, at which point the calendar can be used to schedule venues in advance. However for this to be useful the Venue field needs to be added to your encounter forms. In addition to the Venue field, if your encounter form has a NextApptDT field and have the option enabled, then if you enter a date and time into that field a future encounter will be created that appears on the calendar.



# Main Menu - Charts

## Charts

A chart is simply a list of client related documents, or "Chart Items". Examples of chart items are assessments, service plans, encounters, and discharge summaries. Files related to clients can also be uploaded and listed like any other chart item in the chart. All the clinical information for a client is available in the chart, and ONLY available under the chart menu item or chart item report. Therefore users of the system that should not have access to any clinical information do not have access to the Charts menu item or Chart Item report.

# Main Menu - Clients

## Clients

A client is where basic information like name, address, and payer information is stored for a client.

# Main Menu - Client Groups

## Client Groups

Client Groups (abbreviated as "Clt Groups" on the main menu) are intended to make managing group sessions easy. Client Groups are a container for group sessions, and an example would be "Tuesdays 1PM Awesome Group". Once all the clients in a group have been added, to create encounters for each client that attended a session you just select the clients that attended and click "New Session". Alternatively you can always select all the clients to create encounters, and then use the Change Service button on each encounter for clients that did not attend. Past group sessions are listed under a client group so they can be revisited later, so you for can example print a log of clients there were in that group session.

The first step is to set up one or more client groups which is not much more than a description and a list of clients. **Before a client can be added to a client group you must be able to write a group encounter for that client.** You can add a new encounter to an existing group session later by selecting a client and then clicking the Add button on the Group Session.

How To: [Adding a Client Group](#)

How to: [Adding a Group Session to a Client Group](#)

# Main Menu - Messages

## Messages

Messages allow a user to send messages to other users in the organization in a secure manner. Messages can have up to 20 recipients and can have attachments. Users may also receive messages from the system.

# Main Menu - Organization Files

## Organization Files

Organization files (abbreviated as "Org Files" on the main menu) such as policies and procedures can be uploaded here and stored. Some organizations use this feature to upload intake packets for new clients to the office.

# Main Menu - Payments

## Payments

Payments are a way to track money paid by clients. Payments work in conjunction with client invoices to keep track of how much money the client owes the organization. Both payments and client invoices are disabled by default and must be enabled by requesting that the support staff do so. When the payments option is enabled a Payments main menu option will be available that is mostly used to report on client payments. In addition a special section will appear on Chart Items allowing users to add payments (for SELF PAY) or copays (for most other payers). When the Chart Item is finalized and a Claim Item is created, an adjustment will automatically be added to the Claim Item to reflect any client payments that were applied to the Chart Item. For each Chart Item the Chart Items Billed report will reflect both the amount the client should pay and how much the client has paid for each Chart Item. Finally, the option to generate client invoices will be enabled.

# Main Menu - Reports

## Chart Items

When you are looking for chart items for more than one client or want to make a mass update to chart items for more than one client, you need to use the chart item report. From the chart item report you can easily search for chart items using various criteria, as well as update the status, set or unset a flag, set or unset a comment, or sign multiple chart items at once.

## Chart Items Billed

The Chart Items Billed report is similar to the Chart Items report except that the results contain some billing information. Namely, it contains the payer billed, the amount billed, the amount paid, and what payrolls if any the claim item is on.

## Chart Items Summary

The Chart Items Summary report is similar to the Chart Items report except that the results can be grouped in various combinations. This report is useful for getting an overview of many chart items.

## Client Outcomes

The Client Outcomes report lists the data that client outcomes are based on, not actual client outcomes. For actual client outcomes use the Client Outcomes Summary report.

The process for generating client outcomes is based on capturing the data your organization wants to base client outcomes on, and that is accomplished in different ways based on what kind of data is needed. By default data is pulled from treatment plans and discharge summaries, and consists mainly of various scores like ACE, CAR, and CATS. Capturing outcome data entails some overhead, so it is disabled by default.

## Client Payers

The Client Payers report allows you to search for, list, and view client payer information. Specifically this report allows you to look up clients by payer and/or client payer ID.

## Client Services

The Client Services report is like the Chart Items report except that the results include some demographic information. This allows you to cross reference services performed with client demographics and for example allow you to break down services performed by county, gender, or age group.

## Dashboard

The Dashboard report is the first page that is displayed when you log in, and is always available by selecting the Reports main menu item. The dashboard is a report that looks and works different than most other reports. It is made up of four sections if you are not a clerk or administrator, with a claim item summary section added if you are. Except for the Chart Search, all the sections give you a summary of items that are not final or have some other issue. Only numbers of items are displayed, but if you double click on a particular number you are taken to a more detailed report. The less that shows up in

your dashboard summary sections the better.

The Contact Summary section shows all contacts that are not final, and if you don't deal with contacts very much then you can mostly ignore this section. The Client Summary section shows the clients that you have access to that have issues or potential issues. In general, from left to right the issue gets progressively worse. The Chart Item Summary section shows all the chart items that you have access to that are not final. Similarly, the Claim Item Summary section (if you have one) shows all claim items that are not final.

The Chart Search section at the bottom shows all the clients that you have access to, and if you double click on an item you open that client's chart. You can narrow down what clients are listed by entering search criteria and clicking the Search button. When searching by client name you can use the percent sign as a wild card character.

## Events

The Events report allows to search exclusively for calendar events. Normally you would view events on the Calendar because on the calendar all three types of events (Chart Items, Group Sessions, and Events) show up. Only events show up on the Event report, and you need to use the Client Groups main menu option or Chart Items report to view group sessions or chart items respectively.

## Invoices

The Invoices report lists client invoices. Client invoices are generated by clicking the Post Selected button under the Clients main menu option. Only Tentative claim items and Final payments are eligible to be posted on an invoice. The client invoices feature is disabled by default and can be enabled per organization, so the Invoices report may not be visible to you.

## Payroll Items

The Payroll Items report allows you perform a search of all the items that have shown up on Payrolls. Since when a Claim Item has been rebilled, especially if it has been rebilled several times, it can be difficult to verify that everything has been accounted for as intended. This report is most useful for seeing the complete payroll history for a particular item.

## Payrolls

An itemized list of items can be created by clerks and administrators intended to be a time sheet for providers. This itemized list is called a Payroll in ChartCaddy, and the Payroll report is what you use to search for them. Once you find a payroll you are interested and open it, the items that make up the payroll are listed. The payroll system keeps track of historical items and adjustments. For example, if on one payroll an item shows up and then the item details are later adjusted, the adjustment will be reflected on the next payroll. While Chart Items show up on payrolls the payroll system is driven by Claim Items. Therefore only billable items will show up on payrolls.

### Adjusting Payrolls

In addition clerks and administrators have the ability to manually adjust both individual payroll lines and entire payrolls. To adjust individual items, when viewing a payroll first select all the items for which you want to make the same adjustment. Then enter an amount and a comment at the bottom, and finally click the Adjust Selected button.

Clerks and administrators can add one adjustment for the entire payroll. To do that, when viewing a payroll first enter an amount and a comment at the bottom and then click the Adjust Payroll button. All adjustments not due to an item on the payroll must be contained in this one adjustment, and can be update later using the same process.



## Basic Payroll Setup

The amounts calculated for payrolls are determined by Payroll Types under the Setting main menu option. If several providers are paid the same way then one Payroll Type is created and then assigned to those providers on their user information pages. The major Payroll Type parameters are:

1. **Is Active:** Whether or not the payroll type can be assigned to new users.
2. **Short Name:** A short descriptive name to identify the payroll type.
3. **Trigger Type:** The claim status that triggers the item to be eligible to be posted on the user's next payroll. Usually set to Final.
4. **Expires Type:** Which date matters for the cut off date when posting payroll. Item Date is when the service was performed and Trigger Date is when the Claim Item became eligible to be posted. Usually set to Trigger Date.
5. **Total Type:** Method by which the total payroll amount is calculated:
  1. *Amounts - Simple:* Amount paid, no percentage applied.
  2. *Hours - Graduated:* Sliding scale based on hours billed.
  3. *Hours - Service Family:* Different rates based on the type of service and hours billed.
  4. *Hours - Simple:* Hours billed.
  5. *Percentage - Graduated:* Sliding scaled based on amount paid.
  6. *Percentage - Simple:* Amount paid.
  7. *Units - Detailed:* Different rates based on billing code and modifiers.
  8. *Units - Simple:* Units billed.
6. **Total Params:** Parameters to further specify how the total payroll amount is calculates:
  1. *Amounts - Simple:* Not used.
  2. *Hours - Graduated:* Coded string to define sliding scale parameters.
  3. *Hours - Service Family:* Not Used.
  4. *Hours - Simple:* Percentage applied.
  5. *Percentage - Graduated:* Coded string to define sliding scale parameters.
  6. *Percentage - Simple:* Percentage applied.
  7. *Units - Detailed:* Not Used.
  8. *Units - Simple:* Percentage applied.

## Payroll Type Options

When setting up Payroll Types you can also define some additional options:

1. *Client Referral Bonus:* Add a bonus if the provider originally referred the client.
2. *Generic Fee:* Apply an administrative fee which could cause the total amount to be negative.
3. *Payer Advance:* Force items for certain payers to be eligible for payroll when billed.
4. *Payer Duration Override:* For "Hours - Service Family" only, limit the maximum duration for items. ShortName must match a detail KeyVal.
5. *Payer Rate Override:* Override the rate paid for certain payers.

## Payroll Type Details

When setting up the "Hours - Service Family" Payroll Type you must add Payroll Type Detail entries to further define the payroll type. For the "Units - Detailed" Payroll Type adding Payroll Type Details are optional. For all other payroll types and detail entries added are ignored.

1. *Units - Detailed:* Applies a percentage for units between MinVal and MaxVal based on the code and modifiers denied for KeyVal. KeyVal example: H0004:HJ;HQ
2. *Hours - Service Family:* Applies a rate based on KeyVal. The DEFAULT rate is applied when no matching KeyVal is found. MinVal and MaxVal are ignored. Possible KeyVals are: AIDE, ASSESSMENT, CASEMGMT, CRISIS, DEFAULT, FAMILY, FAMILYNOT, INTERACTIVE, NONE, OTHER, PLANNING, PLANNINGLOW, REHAB, REHABGRP, RESIDENTIAL, SCREENING, SKILLS, TESTING, THERAPY, THERAPYGRP, TFC, TRAINING

## Session Tasks

When you do something that may take a while for the system to process, that task is run in the background and an indicator appears at the top of the screen to show the progress of that task. The Session Tasks reports allows you to view these tasks.

## Users Contact

The User Info report allows you to view the phone number and email address of other users of the system.

# Main Menu - Settings

## Settings

The Settings menu option is where you go to update your personal information, like name, phone number, email address, etc. This is also where you go to change your password by entering it twice into the appropriate fields and clicking the Save button. Passwords are case sensitive, must be at least six characters long, and contain both a letter and a number.

# Documents

## Client Workflow

All the various client related documents work together to create a system with a default order. When possible, the initial information for a document is pulled from a previous document. So for example, assessment information is used to populate the default values for the initial service plan.

Name	ODMHSAS	Billable	Description
Contact	N/A	No	Incoming referral. Tracks a potential client before they are admitted.
Client	N/A	No	Document to track basic information about a client.
Preauth Request	21	No	Request for pre-authorization.
Assessment	N/A	Yes	Clinical assessment.
Moderate Complexity Plan	23	Yes	Request for authorization of services and initial service plan.
Chart Items	N/A	Maybe	Services provided, may be billable or not, i.e. progress notes.
Modification Plan	41	No	Service plan update.
Low Complexity Plan	42	Yes	Request for continued authorization of services and extension service plan.
Review Request	42	No	Optional authorization extension for when a new plan is not finished in time.
Discharge Summary	60+	No	Clinical discharge information.

You can easily extend a Preauth Request or Review Request in ChartCaddy by first taking it back to Approved (not Draft) and just updating the Expires date, and then take it back to Final. The problem is with OKHCA payers (MCD and DMH), if you do that then CC reality does not match OKHCA reality and claims might deny. The OKHCA does not allow Review Requests to be extended but you can look up Preauth Requests on PICIS and click the Ext button to extend them. There is no way to extend service plans (moderate, low, and modifications), and for all payers you always have to add a Review Request.

## Contacts

A ChartCaddy Contact is an incoming referral and contains all the information necessary to add a client to the system. A Contact has different statuses like a Chart Item to help facilitate whatever process an organization has for an incoming referral. Common milestones for incoming clients are payer information verified, a provider assigned, and intake paperwork completed. There is no way to delete a Contact, but a contact can be set as not active, and inactive Contacts are effectively invisible. Before a Contact can be set to Final either the top (admit) or bottom (external referral) part of the administrative section must be filled out to signify if the prospective client is being admitted or externally referred. If the client is being admitted then a Client record is automatically created when the Contact is set to Final.

In addition to ChartCaddy users being able to enter Contacts after logging into the system, there are several additional options available to add Contacts to the system. There is a public webpage available where anybody can enter a Contact. In addition administrators can create public and private (password protected) fillable PDF documents that submit new Contacts to ChartCaddy. A section on the Dashboard denotes how many Contacts have which status.

## Document Basics

As mentioned elsewhere, ChartCaddy is document centric system. As far as learning the system is concerned, this means that once you learn how to work with one type of document then you know how to work the vast majority of the system. Towards that end, let's take a closer look at one of the easier documents. The Payment document is about as simple as it gets because not only does it contain very little information, it is also a top level main menu item. However, the Payment document is not the most used document in the system.

Selecting the Payment menu item pulls up the Payment report, which is a standard report and works as described in the Reports help section. The Payment report, like most reports, has a "New" button. When you click the New button, or double click on a search result, that pulls up the document so that it can be viewed or edited. Whether or not you can create a new document is based on what permissions you have. Whether or not you can edit an existing documents is based on your

permissions and it's status. When you view a Payment you will notice that a new item shows up on the main menu under Payments that corresponds to the document you are viewing. Before you save your changes you can go to another report or document in the system and come back without losing any information. However, you must save all modified documents before logging out or else you will lose your changes. You can tell that you are on a document and not a report because some of the fields are red, and there is a "Save" button. The "Revert" button undoes any changes you have made since the last time you saved this particular document. Some documents have a "History" button that details what changes have been made to the document and by whom.

When you click the Save button, the document is saved. In other words, it is sent to the big computer in the sky that never forgets. The fields with red labels are the fields that are required. Fields with names that end in "Date" must be entered in as a date, while fields with named ending in "DT" must be entered as a date and time. If there is any problem saving the document then one or more messages will show up at the top of the document. After addressing the issues indicated you can save the document again.

Document Shortcut Keys

When viewing a document in CC and you hold down the CTRL key, the following shortcuts should be available:

- UP - Jump to top of the page.
- DOWN - Jump to the bottom of the page.
- LEFT - Load the next tab on the left.
- RIGHT - Load the next tab on the right.
- B - Click the Back button.
- D - Click the Defaults button.
- P - Click the Print button.
- R - Click the Revert button.
- S - Click the Save or Search button.
- U - Click the Update button.

Document Statuses

All documents have statuses that determine the work flow for that particular type of document. If a document does not have a visible status then it is considered to always have a status of Draft. There is a generic set of statuses that represents a generic work flow, but since not all documents have the same work flow, not all statuses are valid for all documents. Fields and buttons on a document can be affected by the status of a document. For example, the Print button is not visible until a document is successfully saved for the first time, and most fields on a document are usually read only when the status is Final. To move a document from one status to another, you update the Status field and click the Save button.

Status	Description
Draft	The initial status, which indicates that the document is still being worked on.
Proposed	Initial review status, not used by most organizations.
Reviewed	Secondary review status, not used by most organizations.
Completed	Indicates that all changes for a document are complete.
Provisional	Document has been signed, but additional signatures are required.
Signed	Document has been signed by everybody required.
Approved	Document has been approved by a clerk or administrator.
Posted	Document is waiting to be submitted somewhere, not used by most documents.
Submitted	Document has been submitted to some authority, not used by most documents.
Exception	Some authority has a problem with the document, not used by most documents.
Tentative	The document has been accepted but not confirmed, not used by most documents.

Final	No further work to be done on the document.
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Electronic Signatures

ChartCaddy supports digital signatures for users, digitized signatures for clients, and sending for electronic signatures via a third party.

Digital Signatures

When a single user needs to sign a document, first they get the document to Completed status. At that point a field to enter their password and a "Sign" button appear, and to digitally sign a document the user enters the same password they used to log into the system into the field and clicks the Sign button. This creates a digital fingerprint of the data so that it can be determined later if anything has changed since the user signed it. Once a document is signed by a user then it can not be changed. An administrator can take the document back to Draft, but in that case what really happens is the original document is flagged as deleted and a copy of the original is presented as the new Draft document. If a chart item has been revised, the previous revision can be viewed by clicking the History button on the chart item, and then by clicking Prev Revision. Documents flagged as deleted can be listed and viewed by searching for them with the Chart Items report. Multiple chart items may be signed at once using the Chart Items report.

Digitized Signatures

To sign a document the client is presented with blank space on the document and the client uses a stylus or their finger to sign their name. The signature is displayed on the document after the client signs it. By default client digitized signatures are disabled, and can only be enabled by requesting that a document be customized to add it.

Send For Signatures

Instead of a single user clicking the Sign button to digitally sign a document they can click the "Send For Sigs" buttons, which initiates a process for multiple people to digitally sign the document in a secure and HIPAA compliant manner. This method is disabled by default because it is an additional cost. Both [Chart Items](#) and Templates can be digitally signed via the Send For Signatures process. Recipient can either receive a link via email to sign the document or they sign it immediately from ChartCaddy. Once the user clicks Send For Sigs the status of the document changes from Completed to Provisional and a recipient verification screen is shown. Possible recipients consist of users listed on the document, any supervisors of users listed on the document, the client listed on the document, and any people associated with the client. People like relatives, guardians, and contacts can be associated with a client on the Client Information screen. When as user clicks the Send For Sigs button a verification screen is presented for two reasons. The main reason is so that the user can verify that everybody that needs to sign the document is listed, has a valid and unique email, and is marked as being required to sign the document. If any people or email addresses are missing the user can resolve that issue elsewhere in the system and then click Send For Sigs button on the document again to resume the process where they left off. The other main reason for the verification screen is to exclude any people associated with the client that should not sign the document.

Once the user verifies that the recipient information is correct they can either click the "Sign Now" or "Send" button to initiate the process. The Send button is only available initially, immediately sends an email to the first recipient, and once a recipient signs the document an email is automatically sent to the next recipient. The Sign Now button immediately loads the document to be signed by the next recipient. Until all the people listed have signed the document the process can be canceled by clicking the "Cancel" button, the next recipient can sign immediately by clicking the "Sign Now" button, or an email reminder can be sent to the next recipient by clicking the "Send Reminder" button.

Once all the people have signed the document a digitally signed PDF of the document is automatically downloaded and attached to the original document in ChartCaddy, and the status of the document in the system changes to Signed.

## Templates

Templates can be attached to both client Charts and Contacts (incoming referrals) and are signed using the Send For Sigs process. Currently available templates are:

- NSCC Advocate Preference
  - ◆ Advocate Preference
- NSCC Child Addendum
  - ◆ School Info Disclosure
  - ◆ Transportation Release
- NSCC Client Intake - Long
  - ◆ Consent For Treatment
  - ◆ Consent For Telehealth
  - ◆ Consent For Communication
  - ◆ Advocate Preference
  - ◆ Client Rights
  - ◆ Client Grievance Procedure
  - ◆ Client Financial Statement
- NSCC Client Intake - Short
  - ◆ Consent For Treatment
  - ◆ Consent For Telehealth
  - ◆ Consent For Communication
  - ◆ Advocate Preference
- NSCC Consent For Telehealth
  - ◆ Consent For Telehealth
- NSCC Consent For Treatment
  - ◆ Consent For Treatment
- NSCC Credit Card Authorization
  - ◆ Credit Card Authorization
- NSCC Information Disclosure
  - ◆ Information Disclosure
- NSCC Plan Signature Page
  - ◆ Plan Signature Page
- NSCC Recovery Plan
  - ◆ Crisis Recovery Plan
- NSCC Screening - Adult
  - ◆ ACE
  - ◆ CSSRS
  - ◆ DAST10
- NSCC Screening - Child
  - ◆ ACE
  - ◆ ASQ
- NSCC Screening - Teen
  - ◆ ACE
  - ◆ ASQ
  - ◆ PQ9

# Documents - Chart Items

## Changing the Service on an existing Chart Item

You can change the service for an existing chart item without having to delete the chart item and start over. This is particularly useful in situations where the wrong type of service was selected by accident. For example, if a Moderate Complexity (initial) plan was selected but a Low Complexity (extension) plan was needed instead, it is easier to change the service than to redo the plan.

**NOTE:** The chart item must have a status of Draft in order to change the service.

To change the service for a chart item:

- 1. Open the client's chart. It should say Chart Information at the top of the page.
- 2. Double click on the **Draft** chart item you wish to change to view it.
- 3. Click on the Change Service button near the bottom of the page on the right.
- 4. Select which new service you would like to change the chart item to.
- 5. Be sure to click Save.

## Chart Item Flags

With Chart Item documents flags are used in addition to a status to control work flow.

Flag	Description
Deleted	Deleted items only show up when specifically searched for on the Chart Item report, will not result in billing, and will result in any associated Claim Item being voided.
Rejected	The rejected flag is only set by the system, and once set the status can not be changed until the problem is resolved and the rejected flag is unset.
Forced	The forced flag is only set by a clerk or administrator, and forces items to be immune from rejection for certain errors like overlapping other encounters.
Overlap	The overlap flag is only set or unset by the system when an item overlaps another item. All overlapping items are flagged as overlapping. In other words, if an encounter overlaps another encounter, both encounters are flagged as overlapping. Overlapping encounters can be found by searching for them specifically on the Chart Item report.
NoBill	The NoBill flag is either set by the system for non-billable services or by users on demand. Items with the NoBill flag set will not result in billing, and will result in any associated Claim Item being voided.
Billed	The billed flag is set by the system when an item is billed.
Hold	The hold flag can only be set by a clerk, and prevents the item from being approved. The intent is to set this flag, the status back to draft, and a comment is added (which shows up in the item's history). Before approving the item the clerk can verify the problem has been resolved first and unset the flag before approving.
Signed	The signed flagged is set automatically when a user signs a Chart Item. Once an item has been signed it may not be edited, which means that the status can never be changed to anything less than Signed.
Version	When the status of a signed chart item is set to Draft, a copy is made and the original is flagged as Deleted. The copy is set to Draft and flagged with this flag to indicate that the document has been revised.
OldDraft	The client has Draft Chart Items that were performed more than 28 days ago that probably need to be



## Chart Items Overview

Client related documents that may contain clinical information are called chart items. Chart items are accessed under Charts main menu option or via the Chart Items report. Pretty much the entire system is designed to generate chart items, which is the only type of documents that can lead to billing. In general a provider will create a Chart Item, set its status to Completed, and then digitally sign it by entering their password. Then a clerk or administrator reviews the Chart Item and either flags it as on hold or sets its status to Approved and then Final. Chart items are eligible to be billed once their status is set to "Final" by a clerk or administrator.

## Client plan and authorization types

There are various types of authorizations used by the system to try and make sure providers get paid correctly for the work that they do. All service plans are also authorizations. If a client does not have a valid, current authorization in place then the system severely limits what services can be provided to the client. The goal is to have a string of continuous authorizations for a client with no gaps.

A **Preauth Request** is the initial authorization to provide services for the client. Normally it is a short term (3 month) authorization intended to pay for an initial assessment, initial service plan, and a few other services until the initial service plan is completed. However, certain payer sources will allow a 12 month duration for a Preauth Request in order to facilitate avoiding the use of a service plan all together. Some payers restrict a client to one Preauth Request per calendar year.

A **Moderate Complexity Service Plan** is an initial service plan, lasts for 6 months, and is normally completed before a Preauth Request expires. Some payers restrict a client to two service plans per calendar year. Effective dates for some payer sources can only be backdated 7 days.

A **Low Complexity Service Plan** is an extension service plan, lasts for 6 months, and normally directly follows either an initial or extension service plan. These are meant to be completed up to 14 days before or 7 days after the current initial or extension plan expires. Since expires dates in ChartCaddy are not inclusive, when possible the effective date of an extension plan should be the same as the expires date of the previous plan. When possible the Start and Stop date of an extension should be before the effective date or else the plan is "paying for itself", which some payer sources frown upon. Some payers restrict a client to two service plans per calendar year. Effective dates for some payer sources can only be backdated 7 days.

A **Review Request** functions like a Preauth Request except it is used only when an extension plan is not completed in time. Although Review Requests are available for all payer sources, they are only really useful for OKHCA payer sources that enforce the 7 day backdating. After that time period you must do a review request in order to do a new extension service plan, but the Review Request can only be backdated up to 7 days as well. There is very little money granted with this authorization so you should limit what services you perform with this authorization other than the extension service plan.

**Plans and services with names ending in "Preauth"** are paid for by the Preauth Request or Review Request authorizations. Normally the initial service plan is a Preauth service but the extension service plan is not.

**Plans and services with names ending in "Auth"** bypass usage checks, run a much higher risk of being denied, and therefore should only be used as a last resort. These services only exist for certain rare circumstances and should be disabled for most organizations.

**Plans and services with names ending in "Supervised"** only appear for OKHCA payer sources that pay a different rate for service performed by providers that are under supervision for their license.

**Plans and services ending in Bachelor's, Master's, or JOLTS** pay a different rates and (except for Case Management) only appear for JOLTS payer sources.

**NOTE:** If you ever have trouble finding a specific plan please don't hesitate to call or email us.

## Modifying an existing service plan

Occasionally the situation of a client significantly changes before their plan expires, such as new goals or objectives needing to be addressed or losing their payer eligibility. These types of changes will require a Plan Modification chart item be added to the client's chart, which will supersede the current's current plan. The most common reason for a modification is the client payer source changing so that scenario is used as an example here.

### Adding a plan modification

1. Go to the Client Information screen by clicking the View Client button on the client's chart.
2. Add a new payer to the Client Payer line by clicking the Add button and filling out all the information. Set the new payer to Is Active to Yes. Do not modify or delete the original payer at this time.
3. Click View Chart and then click Add Chart Item. Select Plan Modification from the list, which should be near the bottom of the list.
4. The Effective Date, MainPayer, Level, and Duration on the modification should match the dates on the original treatment plan. If you try to change these values on the main tab the system will reset them to match the original plan.
5. Fill out all the information in the treatment plan modification. Change the payer on all the objective services on the Goals tab to the new payer.
6. Finalize the Plan Modification.
7. Go back to the client's chart, click the View Client button, and set the previous payer to be not active. It is strongly recommended that you set the previous payer as not active rather than delete it.
8. You should be able to resume billing notes for this client with the new payer.

**NOTE:** If you believe it is likely that a client's payer source will change in the next six months when doing an initial or extension plan then it is recommended that you set the client up with both payers, add services for both payers on the plan, and then set the "backup" payer as not active once the plan is final. That way if the client's payer source does change then it is much easier to update which payer is active rather than doing a both a plan and then a modification.

## Submitting a Review Request (OKHCA ONLY)

A Review Request is a short term authorization extension for when there is an unexpected delay completing a Low Complexity (extension) plan that results in a gap in authorization. Review Requests are only intended to be done for an Oklahoma Health Care Authority (OKHCA) client. This is because OKHCA plans (but not OKHCA Preauth Requests) can only be backdated 7 days, so unlike other payer sources you are not able to just backdate plans if there is an unexpected delay by setting the Add ChartItem date to the last day the previous service plan was effective, clicking Search, and selecting a new plan from the list. Like OKHCA plans, Review Requests themselves can only be backdated a maximum of 7 days. A Review Request is an option for all payers because there are a few rare cases where it is convenient to use one for payers other than the OKHCA.

### Adding a Review Request to a client chart

1. Go to the chart for the client by either A) selecting the client from your dashboard or B) using the Charts main menu option on the left side of the screen, searching for the client, and double clicking on them.
2. Once you are viewing the client's chart click the Add Chart Item button.
3. Decide if you would like to backdate the review request or just start it from today. If you would like to backdate the review, change the date at the top of the page to whichever date you would like, and hit search. You cannot backdate more than 7 days from today's date or it will reject later.
4. Double click on the Review Request item in the list.
5. Some information will auto-populate into the review request for you, but it may not be up to date. Fill out all information fields on all the tabs that are required by ChartCaddy and your facility, verify all information is correct, and then save your work using the Save button.
6. Change the status of the Review Request until it is Finalized.
7. You may now do your new treatment plan. To start a new plan, go to Add Chart Item and select it from the list. If you had already started a Low Complexity (extension plan) then you will need to change the Start and Stop dates on the plan to be on or after the effective date on the review request. Review Requests are considered to be the same as Preauth Requests by the system, so you will also need to change the service to the same type whose name ends with "Preauth".

## Telehealth/Telemedicine Services

Various payers have different rules for billing telehealth services, and this article is a collection of the best information that we know about them. If you have information that isn't here please let us know and we will add it. **All payers require that you select "Telehealth" for the Setting on a chart item**, which will submit the resulting claim with a Place of Service Code 02. Some payers require a special modifier be used to designate telehealth services, and in ChartCaddy that means that you have to use "Telemedicine" services. Most payers have special rules during the COVID19 crisis, and this article will be updated once things return to normal.

### Aetna

The short version is you need to use "Telemedicine" services.

### BlueCross/BlueShield

The short version is you need to use "Telemedicine" services.

### Cigna

The short version is you need to use "Telemedicine" services.

### HealthChoice

Policy information can be found [here](#) but the short version is you need to use "Telemedicine" services.

### Insure OK/OEPIC/OK EPIC

The short version is you need to use "Telemedicine" services.

### Medicare

It's complicated, read [this](#).

### OJA/JOLTS

You need to use normal services.

### OKHCA/ODMHSAS

The Oklahoma Health Care Authority has a [dedicated help article](#) for billing telehealth service but the short version is you need to use "Telemedicine" services. We are waiting to hear back for information on OK-EPIC/InsureOK.

### Optum/United Healthcare

Policy information can be found [here](#) but the short version is you need to use normal services.

### Tricare/Humana

Policy information can be found [here](#) but the short version is you need to use "Telemedicine" services.

## Telehealth/Telemedicine Services (OKHCA Only)

The Oklahoma Healthcare Authority has specific guidelines for providing remote/telehealth services. The services break into two basic types, and for ease of reference this article refers to them as Telemedicine and Telephonic. Starting March 16th, 2020 the OKHCA has greatly reduced the requirements on these services in order to help providers address the COVID19 national emergency. Providers are encouraged to create internal policies and procedures regarding the use of telehealth during a national/state emergency so that all staff understand its appropriate use during this time. What information we have

on other payers is available [here](#).

**Documentation in the clients record should either reference the providers internal policy or otherwise indicate why telehealth was utilized if the service was not reimbursed via telehealth prior to March 16, 2020. These services may be utilized in instances when the SoonerCare member does not have access to telehealth equipment, the service is necessary to the health and safety of the member, and the service can safely and effectively be provided over the telephone.**

## Telephonic Services

For the COVID19 national emergency the OKHCA allowed the use of telephonic services for use by outpatient behavioral health starting March 30th and extending through the end of the crisis.

Code	Rate	Name
98966	\$12.67	Consultation - Telephone 05-10 Min
98967	\$24.75	Consultation - Telephone 11-20 Min
98968	\$36.52	Consultation - Telephone 21-30 Min

## Telemedicine Services

Telemedicine services are like normal services except the service is provided via video conference instead of being face to face, and in particular the rates are the same. During the COVID19 national emergency the OKHCA has lifted all restrictions on the "secure video" component, which means you can use any video solutions or even no video solution at all. In ChartCaddy telemedicine services have "Telemedicine" in their names.

1. In ChartCaddy you need to add telemedicine services to your client service plans. We have a way to mass update all your active client plans to add telemedicine services, so if you want us to do that for your organization please let us know. There really isn't an issue adding new services except you may want to remove them when the extension is due if you don't want them for a client.
2. The best information we have is that the OKHCA will not require a new signature page after adding telemedicine services, but we still recommend that you have the client sign a new signature page as soon as you can just in case. In general, the OKHCA has indicated that digital, faxed, and mailed signature pages are acceptable. An email or voice acknowledgement may be acceptable depending on accrediting entities. In all cases it should be clear in internal policies what form of signature is acceptable in which situations.
3. For child clients the parent or guardian needs to sign a telemedicine consent form before receiving telemedicine services. One is available at <http://www.nontrivial.net/telemedicine-consent.pdf>.
4. The main difficulty concerning providing telemedicine services with the OKHCA is knowing which secure video communication solutions are acceptable. The good news is that, at least during a national/state emergency, the HIPAA compliant requirement for secure video communications is being relaxed so you don't have to worry about it. We believe the expectation is that you try to use an approved video solutions but if push comes to shove you can just provide the services over the phone during the crisis. The two solutions we have heard that people are actually using are Signal (<https://signal.org/>) and doxy.me (<https://doxy.me/>). The following link may provide more guidance: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telemedicine>
5. The ODMHSAS services of Outreach, Wellness Skills Development, and Prevention/Support Type Activities can be reported telephonically using the regular (non-telemedicine) services.

## More Information

1. OKHCA FAQs: [https://www.ok.gov/odmhsas/COVID-19\\_Provider\\_FAQs.html](https://www.ok.gov/odmhsas/COVID-19_Provider_FAQs.html)
2. For SoonerCare member Behavioral Health Services Reimbursable Via Telemedicine: <https://www.okhca.org/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=23895&libID=22877> and [www.okhca.org/behavioral-health](http://www.okhca.org/behavioral-health)
3. For ODMHSAS Clients and Contract Source Behavioral Health Services Reimbursable Via Telemedicine:

[http://www.odmhsas.org/picis/BillingInfo/arc\\_Billing\\_info.htm](http://www.odmhsas.org/picis/BillingInfo/arc_Billing_info.htm)

4. For CCBHCs and Health Homes, please follow your code sheets.
5. For additional information on Telehealth, please visit <https://www.okhca.org/providers.aspx?id=10014>
6. For 42 C.F.R. Part 2 Guidance from, please use this SAMHSA:  
<https://www.samhsa.gov/sites/default/files/covid-19-42-cfr-part-2-guidance-03192020.pdf>
7. For any questions regarding billing or SoonerCare member reimbursement, please call the OHCA Provider Helpline at 1-800-522-0114.
8. For any questions regarding prior authorizations or ODMHSAS Client reimbursement, please call or email the PICIS helpdesk at 405-248-9326 or [gethelp@odmhsas.org](mailto:gethelp@odmhsas.org).

# Documents - Offline Documents

## Entering Chart Items while offline

Blank chart items for clients can be saved as editable PDF files, filled out with or without an internet connection, and then any data that has been entered can be uploaded to the system by clicking the Submit button in the PDF. Chart Items for more than one client can be saved into a single PDF. Offline documents has only been tested with Adobe Acrobat Reader but it may work with other PDF viewers. Modern web browsers have built in PDF viewers instead of using Adobe Acrobat, so to ensure that you are using Acrobat Reader to view the offline file it is a good idea to first save the offline file to your computer/desktop and open it from there.

### Creating an offline PDF file for clients

1. While you still have internet access, navigate to either the Clients or Charts reports on the main menu. Search for whichever client or clients you wish to have offline chart items for.
2. Single click to select a single client. Hold down your CTRL key and single click multiple clients if you wish to do more than one at a time.
3. Underneath the date box that is directly beneath the Select page button, to the left of a button that says Offline Selected, there is a white box. This box is meant for you to enter a password of your choosing. You can use the same password that you use to log into ChartCaddy but we strongly suggest that you use some other password. Once you enter a password, click the Offline Selected button.
4. The progress of generating the PDF will be displayed at the top of the screen. When the file is ready and there is an option to download, double click on the download option to download it. It will open up on your computer, and you will need to save that document to your computer or tablet. Don't worry, it's protected with the password you specified earlier.
5. When you perform your offline services, open up this PDF in Adobe Acrobat Reader. It must be Adobe, or it will not work properly. It will ask you for your password, and then give you a list of all possible chart items that you can enter for that client. Enter the information for your encounter into the appropriate page in the PDF. You do not have to fill out every field of every page, you only have to enter the chart item you wish to add to the chart.
6. Save the PDF before closing it, or your information will be lost. If there is no option to save the PDF then you will need to keep it open until you have internet connectivity again.
7. When you have internet connectivity again, open the PDF and click the Submit button at the bottom of the form or forms you filled out earlier and it will send a Draft version of the chart item ChartCaddy. You will need to click the Submit button for each chart item you entered in the PDF.

## Public Incoming Referrals

An editable PDF file can be created and distributed publicly in order to allow anybody to create new Contacts (incoming referrals) for your organization. People can fill out the form with or without an internet connection and then the information can be uploaded to the system by clicking the Submit button in the PDF. Offline documents has only been tested with Adobe Acrobat Reader but it may work with other PDF viewers. Modern web browsers have built in PDF viewers instead of using Adobe Acrobat, so to ensure that you are using Acrobat Reader to view the offline file it is a good idea to first save the offline file to your computer/desktop and open it from there.

To generate an offline Contact click the Offline button on the Contacts report.

# Administration

## Adding And Setting Up A Client

Completely setting up a new client requires at least two steps: Entering basic client information and adding a Preauth Request. Once these two steps are accomplished other chart items can be entered for the client. Usually within three months of being admitted a moderate complexity assessment and moderate complexity service plan are entered for a client. "Moderate complexity" means "initial" in this context.

### Enter Basic Client Information

1. After logging in click the Clients main menu option on the left hand side of the screen.
2. Click the New button.
3. Enter all information about the client in at least all required (red) fields and click save. Do not leave the page.
4. After you successfully save the client the first time you will be able to enter additional information in the sections under the Save button.
5. Add a client program. Use the dates 01/01/1900 and 12/31/9999 for the dates in this field.
6. Add a client facility.
7. Add a client user. This is a very important step, because only the users that have been added to the Client User section or administrators can find the user again once you navigate away from the page.
8. Add a client payer.
9. This client has now been entered into the ChartCaddy system.

### Add a Preauth Request

1. From the current page (Client Information), click View Chart.
2. Click the Add Chart Item button.
3. Double click on the PreAuth Request option.
4. Verify all information is correct on the main tab. For payers other than the OKHCA you can set the Plan Duration to 12 months if you like. Save your changes.
5. Fill in any relevant information under the PreAuth Core tab. For payers other than the OKHCA all the fields on this tab are optional. Save your changes.
6. Click back to the main tab, then begin changing the status of the Preauth by clicking the dropdown menu and choosing Complete, then save.
7. Then it will give you a white box in the middle to type in your ChartCaddy password in order to sign the document. Type in your password and click save.
8. Click the drop down menu again and choose Approved, and save it.
9. Click the drop down menu again and choose Final, and save it. Your PreAuth is now complete.

### Optionally add a Moderate Complexity Assessment and Service Plan

1. Click Add Chart Item.
2. To optionally add an assessment, double click on the Moderate Assessment option, click Save, click View Chart, and start over at step 1.
3. Double click on the Moderate Complexity Service Plan option.
4. Fill out all necessary information on that page. The duration should be 6 months and the level should be 1 through 4. Click Save.
5. Select the Plan Core tab, and fill out at least all required (red) fields. Click save. Please note, if the client is under 18, the section with the drop down menu that says "Has SMI" will require you to select N/A. If the client is an adult, the section that says "Has SED" will require you to select N/A.
6. Select the Plan CAR tab, fill out at least all required (red) fields. Click save.
7. Select Plan Addiction and fill out necessary information and click save.
8. Select Plan Addendum, fill out necessary information and click save.
9. Select Plan Summary, fill out necessary information and click save.
10. Select Plan Goals. Add your problems, objectives, and services by using the Add buttons where appropriate. The Add button for the objective is on the goal, and the Add button for the service is on the objective. Please note that all

problems must have at least one objective and all objectives must have at least one service.

11. Scroll down on the plan goals page to Other Plan Services. If a low complexity service plan line does not already exist, click add and add a low complexity service plan. Click save. This is also the section you add services that do not require an objective like testing, assessments, travel, and interactive add-on.
12. Return to the Plan tab, and click save. Once it has been successfully saved, begin changing the status just like you did for the Preauth Request. If you have missed some sections, you will get error messages and it will not move to the next stage. The error message will say what the problem is so that you can find it and enter the required information and then try to change the status again.

**NOTE:** Once your plan is in Final, you are ready to document services performed by using the Add Chart Item button on the main page of the chart.

## Administration Reports

The following options under Reports are only visible to clerks or administrators.

### Claim Items Report

Where as the Chart Items report deals with documents containing clinical information, the Claim Items report deals with documents containing financial information. Basically chart items know nothing about financial information and claim items know nothing about clinical information. Chart Items are directly related to but completely distinct from Claim Items. Billable Chart Items result in Claim Items after they are finalized. To adjust claim items, you need to update any associated Chart Items **first** if needed before rebilling the Claim Item.

Claim items have a status of Posted until they are submitted to a payer, a status of Submitted until the payer returns a status for the claim item, and a status of Exception if the claim item is denied or the paid amount does not match the billed amount. If a claim item has a status of Exception, it keeps that status until a clerk or administrator rebills it or adds an adjustment that zeros the claim item out. Once the billed amount matches the paid and/or adjust amount, the status for the claim item status changes to Tentative. When the Claim Item is listed on a remittance the status changes to Final. By default, if after several weeks no electronic remittance is received for the Claim Item the status is set to Final.

### Claim Items Amounts Report

The Claim Items Amounts report allows you to search for, list, and view claim item payer results and adjustments.

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**Claim Items Summary Report** Where as the claim item report can be used for both informational and administrative purposes, the claim item summary report can only be used for informational purposes. The claim item summary report allows you to group claim items in certain ways and calculates to totals based on the grouping. For example, you can group claim items by client, and the report will display the item count, unit summary, and amount summaries per client.

### Client Services Report

The Client Services report is similar to the Chart Items report except that it returns less chart item information and more client information like gender, county, etc.

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more client information like gender, county, etc.

## Client Summary Report

The Client Summary report allows you to go back in time and see what the disposition of your clients were in the past. It does this by taking a snapshot of clients every week. Clients can be summarized based on gender, race, age bracket, and several other criteria.

## Plan Usage Report

The Plan Usage report allows you to search for, list, and view client authorizations that are active in ChartCaddy.

## Prior Auths Report

The Plan Usage report allows you to search for, list, and view the original authorizations granted by the payer.

## Remittance Report

The remittance report displays remittance advices from payers, which are the final billing results of all the claims submitted during a certain time period. If the payer has paid any claims, the payer pays when they provide the remittance advice. When viewing a remittance document, the claim items associated with the remittance are also displayed. Once a claim item shows up on a remittance advice, it's status changes to final and that claim item is eligible to show up on a payroll.

## Administration Settings

The following options under Settings are only visible to clerks or administrators.

### Chart Item Docs

Chart Item Documents is how the system maps a chart item forms to a particular (potentially) billable service, and is one of the factors that determines if an option shows up under Add Chart Item for a client. If you want to limit new chart items of a particular type being created, after finding that chart item here you can either set IsActive to No to disable it completely, or set PermActive to only allow it for people with a certain permission. You can also set the BufferDur to the number of minutes of no services required for a provider before this service takes place. Changing any other options or adding new chart item documents is not advised.

### Diagnosis Code Programs

Diagnosis Code Programs limits which diagnosis codes are available for a client based on which programs that client is linked to. To allow a particular diagnosis for a particular program, add a new diagnosis code program here. If many such documents need to be created, please contact customer support to assist you.

### Facilities

The Facility documents determine not only the physical locations for your organization, but also certain billing information when submitting claim items to payers. You should definitely consult with customer support before changing any facility login information, and it is highly recommended to consult with customer service before changing any facility payer information. Under the facilities option is also where you can define where facility notifications are sent. By default all notifications go to the contact listed on the facility but you can override that and/or list more than one recipient at the bottom of the facility page.

### Import

This is where you can import information into ChartCaddy. See the "Importing Information" article for more information.

## Notices

Notices are a way to communicate important information to your organization and appear at the top of the dashboard. What notices are displayed can be limited by effective date, expires date, and user class.

## Organization

The organization document is where you tell the system important information about your organization. The fields whose names start with "Bill" determines where the invoice is sent. Also under Organization you can limit which treatment methods are available for new objectives, what venues are available to be scheduled, and a list of your invoices and their status.

## Payers

The payer document shows what payers are current configured in the system, and you are not able to add or change any payer information. This document is for your information only, and among other things lists the authorization bundles available for each payer.

## Payroll Types

The payroll type document allows you to set up different payroll types for your organization. It is highly recommended to consult with customer service before changing any payroll type information.

## Programs

The program document allows you to add new or change existing information for programs. All programs are associated with a basic program type which you do not have control over, so if you can not find the program type that you want please contact customer support.

## Service Credentials

The service credential document allows you to limit what kind of new services, and therefore what kind of new chart items, can be created based on credentials. If you want a particular credential to be able to create a particular chart item, you create a new service credential document here. If many such documents need to be created, please contact customer support to assist you.

## Users

The user document is where you specify information about system users. It is very important to get most of the information on a particular user document correct in order for that user to actually get their work done. This is also where you post payroll.

## Discharging a Client

Discharging a client in ChartCaddy is a two step process, and the second step is setting the client as not active. The first step is adding a Discharge Summary chart item, which is optional. If a Discharge Summary is not added for the client then the client's Discharge Date on the Client Information screen should be updated manually. Once a client is set to not active they will not show up on the dashboard or in any other list, and to find them again you must explicitly look for them using the Client report.

### Setting a client as not active

1. Click the Clients main menu option on the left hand side of the screen.
2. Type in the last name of the client into the last name field and either click search or hit enter on your keyboard.
3. Double click on the name of the client you wish to deactivate. This will take you to the Client Information screen.
4. In the top right corner there is a drop down field next to "Is Active:". Click in the field and select No.
5. Optionally update the Discharge Date field.
6. Click the Save button to save your changes.
7. The client is now inactive and will no longer show up in regular search results or in your client list/dashboard.

Finding a client once they are no longer active

- 1. Click the Clients main menu option on the left hand side of the screen.
- 2. Either click the Clear button or manually clear out the Is Active search criteria field.
- 3. Type in the last name of the client into the last name field and click the Search button.
- 4. Double click on the name of the client you wish to set as active. This will take you to the Client Information screen.
- 5. In the top right corner there is a drop down field next to "Is Active:". Click in the field and select Yes.
- 6. Optionally update the Discharge Date field.
- 7. Click the Save button to save your changes.
- 8. The client is now active and will show up in regular search results or in your client list/dashboard.

Importing Clients

A spreadsheet can be used to import clients with the Import option under the Setting main menu option. The system looks at the first line in the spreadsheet to determine the contents of each column of information, so the order of the columns is not important. Certain columns must exist before new clients are added. The system remembers the external ID number of the client, so if that ID number column is included in subsequent imports then there is no minimum amount of required information. When a column type says that a string list is expected, it means that you can list multiple items separated by semicolons (preferably) or commas.

Name	Type	Generic Client	Milan Patient
ID	integer	ID	Id
Is Active	string: Yes, No	IsActive	N/A (Admitted and Discharged used if exists)
Validation	string: None, Minimal, Warn, Full	Validation	ChartFull
First Name	string	FirstName	Name
Middle Name	string	MiddleName	Name
Last Name	string	LastName	Name
Suffix	string: Jr/Sr/II/III/IV	Suffix	Name
Lead Provider	string: CC User Name	LeadProvider	QATherapist
Maiden Name	string	MaidenName	N/A
Alternate ID	string	AltID	RName
Gender	string: Male, Female	Gender	Gender
Phone	string	Phone	Phone
Email	string	Email	N/A
Address 1	string	Addr1	Address
Address 2	string	Addr2	Address
City	string	City	Address
State	string	State	Address
Zip	string	Zip	Address
Comments	string	Comments	Comments
SSN	string	SSN	SSN

Name	Type	Generic Client	Milan Patient
Birth Date	date: MM/DD/YYYY	BirthDate	DOB
Payer	string	Payer	Payor
Client ID	string	ClientID	PayorID
Races	string list: American Indian, Asian, Black, Pacific Islander, White, Hispanic	RaceList	Race
Programs	string list: CC Program Names	ProgramList	N/A
Facilities	string list: CC Facility Names	FacilityList	N/A
Users	string list: CC User Names	UserList	N/A

Importing Data Overview

Under Settings there is an option to import various kinds of files into ChartCaddy. In general the system imports data from a spreadsheet in CSV or XLS format, but certain import operations require specific import file times. When importing a spreadsheet the system expects the first row to be the column headers, and uses the headers to determine what data is in which column. See the later sections on more information about what information can be imported, and what the headers of each type of file should be. Columns of generic data can be added manually to a file before being imported to, for example, specify valid facilities or programs for clients. When a column type says that a string list is expected, it means that you can list multiple items separated by semicolons (preferably) or commas.

When exporting data from Milan, please be aware that most of the reports allow three generic columns of various types of data. This presents two major issues. First, because the system uses column headers to determine what data is which column, before importing the file into ChartCaddy from Milan you usually need to edit the first line in the file appropriately. Secondly, in order to get all information possible out of Milan it is usually necessary to export a report multiple times and then either A) import each file individually or B) combine all the data into one file. In general, due to export bugs, importing client address information from Milan is imprecise and not recommended. Milan also allows quotes in the data and exports the data in CSV which sometimes causes problem, so it is recommended that you view the data first in an application to make sure it looks right before importing.

Name	Description
Generic ClaimItem XLS	Import a generic spreadsheet of claim items.
Generic Client XLS	Import a generic spreadsheet of clients.
Generic User XLS	Import a generic spreadsheet of users.
Milan PDF	Import a Milan encounter, service plan, or chart in PDF format.
Millennium XDP	Import a Millinium service plan.
ODMHSAS Extract XLS	Import an ODMHSAS CDC or PriorAuth extract spreadsheet.
OKDHS HH XLS	Import an OKDHS client or claim item export spreadsheet.
Therapy Notes PDF	Import Therapy Notes encounter, service plan, or chart in PDF format.

Importing Users

A spreadsheet can be used to import users with the Import option under the Setting main menu option. The system looks at the first line in the spreadsheet to determine the contents of each column of information, so the order of the columns is not important. Certain columns must exist before new users are added. The system remembers the "external" ID number of the

user, so if that ID number column is included in subsequent imports then there is no minimum amount of required information. When a column type says that a string list is expected, it means that you can list multiple items separated by semicolons (preferably) or commas.

Name	Type	Generic	Milan User	Milan Therapist
ID	integer	ID	Id	N/A
Is Active	string: Yes/No	IsActive	N/A (Effective and Expires are used to determine if exists)	N/A
First Name	string	FirstName	FName	FName
Middle Name	string	MiddleName	MName	MName
Last Name	string	LastName	LName	LName
Suffix	string: Jr/Sr/II/III/IV	Suffix	N/A	N/A
Region	string: CC Region Name	Region	N/A	Region
User Name	string	ShortName	UserName	N/A
Email	string	Email	Email	N/A
Work Email	string	WorkEmail	N/A	N/A
Phone	string	Phone	Phone	N/A
Work Phone	string	WorkPhone	N/A	N/A
Address 1	string	Addr1	Addr1	N/A
Address 2	string	Addr2	Addr2	N/A
City	string	City	City	N/A
State	string	State	State	N/A
Zip	string	Zip	Zip	N/A
Comments	string	Comments	Comments	N/A
Bill NPI	string	BillNPI	N/A	RenderingNPI
Bill Taxonomy	string	BillTaxonomy	N/A	Taxonomy
Bill Legacy	string	BillLegacy	N/A	LegacyID
Bill Zip	string	BillZip	N/A	ZipCode
Classes	string list: ADMIN, CLERK, PROVIDER	ClassList	MainRole	N/A
Permissions	string list: CLIENTVIEW, CLIENTEDIT, VIEWONLY	PermList	Access, Roles	N/A
Facilities	string list: CC Fac Names	FacilityList	N/A	N/A
Credentials	string list	CredentialList	N/A	Credentials

## Manually reconciling Claim Items

The system will automatically update the claims item Status when they are paid or denied for payer sources that you receive electronic remittances, but for most other payer sources claim items must be manually reconciled. A few payer sources like PRO BONO and SELF PAY never have electronic remittances but are automatically updated as written off or paid

respectively. Most payer sources can be set to automatically be handled a certain way using the "BillSubmitType" option under Settings -> Facilities -> Facility -> Facility Payers -> Facility Payer. Claim Items that need to be manually reconciled will sit in Submitted status until they are reconciled.

Claim Item Result Types

Multiple claim item results can be added to a claim item, and results have different types:

- 1. Payer - The payer paid this amount. If the payer is SELF PAY then the client paid this amount.
- 2. WriteOff - We expected to get paid this amount, but we are giving up on getting it.
- 3. Adjustment - We never expected to get paid for this amount.
- 4. Deductable - The client paid this amount because they had not yet met their deductible.
- 5. Copay - The client paid this amount due to their copay.
- 6. NextPayer - This amount we are going to bill the client's next (secondary) payer. You can't add this type directly.
- 7. Defunct - We are giving up on this attempt and trying again (rebilling). You can't add this type directly.

Manually reconciling a Claim Item

- 1. Go to the Claim Items report option under the Reports main menu option.
- 2. Click the Clear button to remove all default search criteria, select Submitted for the Status. You can optionally further restrict the search, such as to a specific payer source or time period. Click Search and the search results will appear.
- 3. Double click on a Claim Item that you wish to manually reconcile and the Claim Item will appear.
- 4. Scroll down until you see an Add button.
- 5. Click the Add button and add a result. If the payer denied the claim make sure the result type is Payer and the Status is Denied. If you are writing off the claim item make sure the result type is WriteOff and the Status is Approved. The Payroll Percentage determines how much of the paid amount will be applied to the provider's next time sheet. Click Save to save your changes.
- 6. Continue adding results until the due amount for the claim item is zero. ChartCaddy will then place this claim in Tentative status. Tentative means that the claim item has been reconciled but we haven't gotten the official/verified results back from the payer yet with an electronic remittance.
- 7. If you expect to get back an electronic remittance for the payer you should leave the status as Tentative, otherwise you should select "Status Final" from the drop down when viewing the Claim Item and then click the Update button. Either way, if the system hasn't gotten an electronic remittance from the payer in a few weeks it will change the Claim Item status from Tentative to Final for you.

Organization Configuration Options

There are various options that can be configured to customize how you want the system to work for your organization. Just let the support staff know if you would like to change any of these options:

Name	Description	Default
ClearinghouseType	Billing clearinghouse to use: AdminisTEP, Availity, or Office Ally.	AdminisTEP
ClientSignatures	Enable digitized client signatures.	No
DefaultDate	Default date format.	MM/DD/YYYY
DefaultDatetime	Default date/time format.	MM/DD/YYYY HH:MM AM/PM
DefaultDiagCode	Default ICD-9 diagnosis code.	Z71.9
DefaultDuplexMode	Default duplex mode when printing.	Off
DefaultLanguage	Default language.	English
DefaultTimezone	Default time zone.	US Central
DigiSignCats	Chart Item categories to enable digital signatures.	None
EnableAutoAssessment	Automatically add blank assessment after finalizing a PreAuth.	No
EnableAutoCopays	Automatically add client copay amount to claim items.	Yes

EnableAutoFinalCLI	Automatically change Tentative claim items to Final after a while.	Yes
EnableAutoOutcomes	Automatically capture client outcome metrics.	No
EnableAutoVoids	Automatically submit voids if needed.	Yes
EnableBilling	Submit claim items and enable other billable features.	Yes
EnableClientConsent	Print consent to treat form with plan.	No
EnableClientTelehealth	Print consent for telehealth form with plan.	No
EnableClientVerify	Allow checking instant eligibility verification.	Yes
EnableForceFlag	Who can set Force flag on chart items.	Everybody
EnableInflatedBillAmt	Bill OKHCA more than expected in case there is an unexpected rate increase.	Yes
EnableInvoicing	Enable client payments and invoicing feature.	No
EnableNextAppt	Actually create future chart item if NextAppt date is entered.	No
EnablePlanSigDate	Print client signature date on plan.	Yes
EnablePlanSigHold	Flag plan as on hold for client signature when approved.	No
EnableSupervisorNPI	Bill supervisor NPI if supervised for private insurance claims.	No
EnableTwoFactor	Enable two factor authentication.	Yes
EnableProvisional	Enable Provisional status requiring clinical supervisors to co-sign items.	No
EnforceEncounterText	Reject billable encounters with duplicate text for a client.	Yes
EnforcePlanContact	Reject authorized chart items performed by users not listed on plan.	Yes
PayrollNoCoPay	Do not credit provider for Copay adjustments.	Yes
PayrollNoDeductible	Do not credit provider for Deductible adjustments.	Yes
PayrollNoWriteOff	Do not credit provider for WriteOff adjustments.	Yes
PlanWarnDays	Default number of days to warn before plan expires.	Depends On Duration
RequireAdminFinal	Only allow administrators to finalize chart items.	No
RequireClientEmail	Require client email.	No
RequireMeds	Require at least one medication on plans and assessments.	Yes
RequireOutcome	Require periodic outcome screening.	No
SignatureCutoff	Number of days after a OKHCA service is performed to start rejecting when signed.	180
StaleClientDays	Number of days after no new encounters to flag client as stale.	28
SubmitClaimDayAM	Days to submit claims at 11AM. Mon, Tue, Wed, Thu, Fri, Sat, Sun, NONE, or ALL.	NONE
SubmitClaimDayPM	Days to submit claims at 11PM. Mon, Tue, Wed, Thu, Fri, Sat, Sun, NONE, or ALL.	Mon
SubmitClaimRestrict	Restrict claim submission to ONLY scheduled times.	No
SubmitPlanMods	Actually submit plan modification to payer.	Yes
WarnAnnualAssess	Set client NoAssess warning if no assessment in past year.	No

## Posting Payrolls

The first step to generate new payrolls is to go to the Users report under the top level Settings main menu item and search for all the users for which you want to generate payrolls. Next select all the target users, enter a cutoff date in the field to the left of the Post Selected button, and then click the Post Selected button.

## Rebilling a Claim Item

Occasionally rebilling a claim item may be necessary in order to get paid for the service.

## Rebiling claim items

1. Go to the "Claim Items" main menu option, which is under Reports main menu option.
2. Fill out any necessary search criteria in order to find the claims that you wish to rebill. You are not required to fill out any of these fields but the more restrictive the search criteria you enter the fewer claim items you have to manually search through. It is often sufficient to choose something like a Provider and the Claim Date Start.
3. Click the Search button and the search results should appear.
4. If you are rebilling a claim item because something changed, like the payer or duration, then for each claim item you wish to rebill you need to double click to view it, and then double click on on the associated chart item to make sure the chart item is correct. If nothing has changed on the chart item then the associated claim item will rebill with the same exact information.
5. Select the claim item that you need to rebill by single clicking the line. If you have multiple claim items you need to rebill, hold down the CTRL key on your keyboard and single click each line until all the claim items to be rebilled have been selected. It may be easier to hit the button that says "Select Page" if most or all of the claim items are to be rebilled, since you can deselect a claim item later by holding down the CTRL key on your keyboard and single clicking it again.
6. There is a drop down menu underneath the Select Page button. Choose "Rebill" and then hit the button just to the right that says Update.
7. Your claims will now be rebilled when your billing is scheduled to run.

## Send For Sigs Setup

### Send For Signature Setup

By default the send for signatures feature is disabled because it is not included in the base price, so contact customer support to enable it. When an organization wants to use the feature the first thing they need to decide is if they want to use their own third party account or not. Currently the only third party supported is Foxit eSign. Not using their own third party account means every time a user clicks the Send button another \$0.60 will be added to their next ChartCaddy invoice. We recommend not getting your own third party account initially until you are sure you find the send for signature feature useful. Using a third party account has the following advantages:

1. Customize the emails sent to recipients.
2. Receive email notifications on progress.
3. Can customize documents like disclosure forms.
4. Items do not show up on ChartCaddy invoice.
5. Can get a volume discount.

### Foxit eSign

If you want to get your own Foxit eSign account the process is actually a little involved, so please contact ChartCaddy support to help you with the process. Unfortunately Foxit requires now requires you to have an "Enterprise" plan to enable API access, which is what is required for integration with ChartCaddy. An Enterprise plan is much more expensive than a Pro plan, so you should call and verify the price of an Enterprise plan before starting the process of getting your own account. You can call the sales number on the Foxit eSign pricing page to find out how much an enterprise plan costs. The easiest way to get your own account has two major steps.

First use a special link ( [https://www.esigngenie.com/registration/?partner\\_id=BVR9KA](https://www.esigngenie.com/registration/?partner_id=BVR9KA) ) to sign up for a "Foxit eSign Pro" account. A Pro account currently costs \$300 a year for 500 signatures, which works out to a little over 40 signatures a month. Then you need to call in to upgrade your account to an Enterprise plan, and additional signatures per year can purchased from Foxit and the more signatures you buy the cheaper they are. The final step is that (usually) some test files have to be submitted, so when you sign up for the account use a password that you won't mind sharing with us. That way we can jump through a lot of the hoops for you, and then you can update your password when we are done.



Once a Foxit eSign account is properly set up any template with a name starting with "CC" will become available to be selected in ChartCaddy. This process happens automatically every night but can be expedited by going to Settings -> Organization and clicking the "Process ESG" button.

## Settling an unsettled client (OKHCA ONLY)

Clients flagged with an "Unsettled" warning and/or having an error on a treatment plan that says "LOC/LOT REQUIRED" need to be manually settled. This only happens to clients with Oklahoma Health Care Authority (OKHCA) payer sources.

### Settling an unsettled Client

1. Find the client you need to settle by using the dashboard or by using the Charts main menu option.
2. Click the View PriorAuths button at the top of the client's chart.
3. This will take you to the PriorAuth Search screen that will have at least one line where IsSettled is "No". If there are multiple lines that say that, then each line needs to be updated.
4. Double click on each line where IsSettled is No. This will take to to the Prior Auth Information screen.
5. If the top line says "Customer has a level PA at another agency" then you mostl likely need to submit a LOC/LOT on PICIS. If you do need to submit a LOC/LOT for the client then you should not proceed further in ChartCaddy until you have done so and received confirmation from ODMHSAS.
6. If the LOC/LOT issue has been resolved and/or there is a line above the "Customer has a level PA at another agency" line that says "Granted" or "Proposal Accepted", then you can double click on each line where IsSettled is NO, change Is Settled and IsAuthorized to Yes, and click Save. Please only change the IsSettled, IsAuthorized, and IsCollab options, and only do so if you are sure the LOC/LOT issue has been resolved. The IsCollab option is for you to track whether or not a Letter Of Collaboration (LOC) was required, but it is completely optional for you to update the IsCollab option in ChartCaddy.
7. If you have a chart item that was placed on Hold because of the Unsettled warning, sometimes the item will clear the hold on its own. If it does not clear the hold, you will need to unset the hold by double clicking on the chart item to view it, change the drop-down menu on the bottom of the screen to "Unset Hold", and then click Set Flag. This will clear the hold and allow you to finalize your item and continue billing.

## Square Synchronization

ChartCaddy has the ability to download Square payments and refunds, which can then be applied to specific chart items. To link your Square account go to Settings -> Organization and click "Process Square". In order to see the payments and refunds in the system you have to enable the client invoice feature.

## Submitting Billing

The system automatically created and submits claim items all finalized chart items that have not been billed depending on how your organization is configured. By default this process happens every Monday night at 11PM. During this process the system also reevaluates all the claim items that have been posted but are not yet final to see if any further action needs to be taken on them. You can force this process to happen at any time by clicking the "Process CLI" button under Settings -> Organization.

## Submitting JOLTS Services

The Oklahoma Office of Juvenile Affairs requires that information about services performed by contracted organizations be submitted on a monthly basis and ChartCaddy is capable of submitting that service information to the JOLTS website. The

general process is ChartCaddy users enter their work normally as chart items, an administrator approves and finalizes those chart items normally, and then sometime during the month an administrator enters their JOLTS username and password in a particular spot in ChartCaddy. At that point the information on all services performed for the previous month is submitted to JOLTS automatically. While the time frame defaults to the previous month any date range can be designated. The JOLTS username and password are not retained by ChartCaddy.

All clients, users, and services have to be set up correctly in both ChartCaddy and JOLTS for all services to be submitted. Since that can be challenging, especially the first time the process is run, the process results in a detailed report about what happened. Specifically any services that failed to be submitted and the reason why is noted. Therefore the intention is that the process be run repeatedly for a particular month until all issues have been resolved. In order for service information to be submitted the following conditions must be met:

1. The service provider must be an active user in JOLTS.
2. The client must be set up with the proper program(s) and services in JOLTS.
3. The JOLTS user must be linked in ChartCaddy.
4. The JOLTS client must be linked in ChartCaddy.
5. The ChartItem must be in Final status in ChartCaddy.
6. The duration of the item must be at least 15 minutes in ChartCaddy.
7. The ChartItem must be potentially billable in ChartCaddy. In other words some ChartCaddy services such as For Information Only notes are never billable and are therefore ignored by the JOLTS submission process.

The process errs on the side of caution so while there is little danger of the process running amok, there is a serious danger of submitting the wrong data if the clients and users links are not set up correctly in ChartCaddy. Therefore it is very important to enter the right JOLTS ID numbers for clients and users in ChartCaddy. There is also the danger of services not being submitted at all, so it is also important to pay attention to the report that is generated after running the process.

**NOTE:** ChartCaddy only adds services to JOLTS that don't already exist. This is normally good enough except care must be taken when deleting or "significantly" updating services in ChartCaddy after they have been submitted to JOLTS. In other words, any changes to historical services in ChartCaddy need to be replicated manually in JOLTS. For this reason most organizations have a deadline where providers are expected to have documented services by, and only after that deadline are services submitted to JOLTS. That way it is easier to keep track of which services, if any, need to be manually updated in JOLTS.

## Setup

The first thing you should do is correctly set up any users and clients in JOLTS that you want to submit service information for. You will need a JOLTS client ID for each client as well as the JOLTS active user ID for each user. You can find a list of active user ID numbers in JOLTS under Reports -> Youth Service -> Active User List.

The next step is to link ChartCaddy users to JOLTS users by pulling up the user in ChartCaddy under Settings -> Users -> Search -> <user>, scrolling down to the User Credentials section, and updating the Bill Legacy field for any credential. The format should be JOLTS:XXXX; with XXXX being the JOLTS active user ID. The process will ignore anything after the semicolon and only one credential needs to be updated.

The final step is to link ChartCaddy clients to JOLTS users by pulling up the client under Clients -> Search -> <client>, scrolling down to the Client Payers section, and adding a line for any JOLTS payer. The JOLTS client ID goes in the Client ID field. JOLTS does not have to be the primary payer source (or even be active) for a client, it just needs to be listed.

## Running The Process

To run the process go to Settings Organization in ChartCaddy and enter your JOLTS username and password in the JOLTS User and JOLTS Pass fields respectively. The process defaults to the previous month and a high level of log detail, which can be changed if desired. Then click the Process JOLTS button and a progress indicator will appear at the top of the screen. When the process is complete there will be an option to download the report. Somebody still needs to log into JOLTS and approve the services that have been submitted.

Report Details

The report consists of a short summary at the top and then exceptions grouped in categories below that. If all potential services are submitted successfully to JOLTS then only the summary section is printed. The summary section consists of:

- 1. Start Date First date of services to be submitted, so the start date is inclusive.
- 2. Stop Date First date of services not to be submitted, so the stop date is exclusive.
- 3. JOLTS User Username used to access JOLTS.
- 4. Processed Number of services attempted to be submitted.
- 5. Previously Added Number of services that have already been submitted.
- 6. Newly Added Number of services submitted on this process run.
- 7. Unmapped Services Number of failed submits due to ChartCaddy service map issue.
- 8. Unmapped Users Number of failed submits due to ChartCaddy user map issue.
- 9. Unmapped Clients Number of failed submits due to ChartCaddy client map issue.

Potential exception categories are:

- 1. Unmatched JOLTS Clients The client has a JOLTS ID in ChartCaddy, but the client could not be found in JOLTS. Verify that these clients exist on JOLTS and that their JOLTS IDs are correct in ChartCaddy.
- 2. Unmatched JOLTS Program For Clients The client has a JOLTS ID in ChartCaddy and exist in JOLTS, but do not appear to have any active programs in JOLTS. Verify that these clients has appropriate programs set up in JOLTS.
- 3. Unmatched JOLTS Services - The client has a JOLTS ID in ChartCaddy, exist in JOLTS, and has at least one program set up in JOLTS, but the correct service was not found. Verify that the indicated services is available in JOLTS for these clients.
- 4. Unknown JOLTS Error This error should be extremely rare, but if it does occur please contact customer support with the details about this error.
- 5. Short Duration Items The duration for these items are less than 15 minutes.
- 6. Unmapped Services ChartCaddy was unable to determine the correct JOLTS service. Please concact customer support with the details about this error, preferably with suggestions as to which JOLTS service it should be mapped to.
- 7. Unmapped Users The user has not been linked to JOLTS in ChartCaddy.
- 8. Unmapped Clients The client has not been linked to JOLTS in ChartCaddy.

User Classes and Permissions

Permissions determine what a user can see and do in the system and classes are simply bundles of permissions. In only very rare situations should users be assigned more than one class, but it is common for users to be assigned more than on permission. A class should be added to the user before permissions because what class has already been assigned affects what permissions are available to be assigned.

Permission	Description
Add Client	Allows a provider to add a new client.
Admin Billing	Gives a clerk or provider access to billing related reports.
Admin Contacts	Allows a clerk or provider to approve and finalize contacts.
Admin Payments	Allows a provider to add or edit client payments.
Admin Plans	Allows a clerk or provider to approve and finalize service plans.
Auto Client Link	Ensures the provider is added as a member of the treatment team when the client information is saved.
Edit Client	Allows the provider to change client information.
Fast Approval	Chart Items are automatically approved when signed by the user.
Fast Final	Chart Items are automatically finalized when signed by the user.
Fast PreAuth	PreAuth and Review Requests are automatically finalized when signed by the user.
Sign All Items	Allows the provider to sign chart items other than their own.

Verify Client	Allows the user to use instant eligibility verification, which costs extra money.
View All Clients	Gives the clerk or provider access to all client charts.
View Facility Clients	Gives the clerk or provider access to all client charts where client and user are assigned to the same facility.
View Only	Prevents the user from making any changes.

# How To

## Adding A Client

Selecting the top level "Clients" main menu option brings up the Client report. It is a good idea to click the Clear button, enter the new client's last name, and click search to verify that the client does not already exist in the system. Click the New button on the Client report to add a new user to the system. Most of the fields for the client document should hopefully be fairly self explanatory, but there are a few fields that require some more explanation. When the Validation field is set to "Partial" most fields on the larger chart items like assessments and service plans are not required. This setting is intended to facilitate an initial mass manual import, so the Validation automatically gets reset to "Complete" whenever a service plan is finalized for the client. The Admit Date is exactly what you think it is. The Last Assess Date is the date of the last assessment for the client, or 1/1/1900 if the client has no assessments. The Last Enc Date is the date of the last encounter for the client, or 1/1/1900 if the client has no encounters. The Discharge Date is not the estimated discharge date, it is the actual discharge date so if the client is not currently discharged the discharge date should be set to 12/31/9999. After filling at least the fields with red labels, click the Save button to save the new client.

Once a new client is successfully saved the first time, the "child" documents below the main client fields are available. These child documents determine who can view the client's chart, and what chart items can be created for the client. There should be at least one item listed for each child section except for "Client Persons" which is optional.

**NOTE:** This article is limited to just adding a new client to the system, but additional steps are necessary before most Chart Items can be added for a client. These additional steps are covered at <https://help.nontrivial.net/portal/kb/articles/adding-and-setting-up-a-client>.

## Adding A Client File

Files can be uploaded to a client chart and be listed along with all the other Chart Items. The only restriction on what type of file can be uploaded is the size of the file.

## Adding A Client Group

A Client Group is a container for group sessions. So a client group might be "Tuesdays 1PM Awesome Group" and contain group sessions for several Tuesdays. A Client Group consists mostly of a title and a list of clients in the group.

## Adding A Client Payment

When enabled for an organization, payments can be entered for clients, payments can be applied to Chart Items, and invoices can be generated for clients.

You can add a payment from either the Payment report by clicking the New button or on the Chart Item by clicking the Add Payment button in the Client Payment section of the Chart Item. Once a client payment has been added then you apply that payment to one or more chart items. Once all the money has been applied to one or more chart items the payment automatically goes to final. There are two ways to apply the payment: From the chart item or from the payment.

To apply a payment from the chart item, scroll down to the Client Payment Information section, select a payment that still has an unapplied amount, enter how much of that payment you want to apply, and click the Apply Payment button. To apply a payment from the payment itself, select a chart item you want to apply the payment to from the available list, select the type of payment (Copay, Deductible, Refund, or Payment), enter the amount you want to apply, and then click the Update button.

Chart Items that are not yet Final are available to be selected. From the payment you can also update the status of any chart item listed using the status drop down and the Set Status Button.

You can post client invoices using the "Post Selected" button on the Clients report.

This video shows how to add a payment by clicking the New button on the Payments report.

Once a payment is added you then apply that payment to one or more chart items.

## **Adding A Contact**

A Contact is a potential client that has not been admitted yet, or an incoming referral.

## **Adding A Group Session**

A Client Group must exist first, and then group sessions can be added to it system with a click of a button. Group sessions consist of distinct list of notes for each client listed in the Client Group that attended the session. The group notes in a group session also viewable individually in the client's chart. You can add a new encounter to an existing group session by selecting a client and then clicking the Add button on the Group Session.

## **Adding A Service Plan**

A service plan is a map of services expected to be provided to a client for the next six months.

## **Adding A User**

Under the top level "Settings" main menu option, select the "Users" option, which brings up the User report. It is a good idea to click the Clear button, enter the new user's last name, and click search to verify that the user does not already exist in the system. Click the New button on the User report to add a new user to the system. The fields for the user document should hopefully be pretty self explanatory. After filling at least the fields with red labels, click the Save button to save the new user.

Once a new user is successfully saved the first time, the "child" documents below the main user fields are available. These child documents determine what the user has access to, what they can do, whether or not the user can create chart items, and if so what kind of chart items they can create. Under normal circumstances there should be one and only one Class added, and Permissions and Credentials are optional.

## **Adding An Encounter**

An encounter is a face to face service provided to the client, which is sometimes called a progress note.

## Finalizing Chart Items

Once Chart Items are signed by providers, they are approved and finalized by administrators in order to be billed.

## Fixing Chart Item Overlap

ChartCaddy does not allow two notes to have dates and times that overlap. Even one minute of overlap will flag both notes with an error message stating that the note overlaps another and the note can not be completed until the issue has been resolved. The complete error message is only displayed immediately after saving the note. The first step is to determine if the error message is complete. It should look like the picture below, with the number in parentheses present.

If the error does not have a number in parentheses:

1. Use the drop down menu at the bottom of the screen to choose "Unset Rejected".
2. Click the Set Flag button. This will either display the full error or clear the error if the issue has been resolved.

If the issue has not been resolved and the error has a number in parentheses:

1. Copy or write down the number in parentheses.
2. Click on Chart Items main menu option (the first option directly underneath Reports. If the option cannot be seen, use the blue triangle to the left of the word "Reports" to extend the menu)
3. Click the Clear button and enter the number into the box at the top left hand side of the screen.
4. Click search, and only one result should be displayed.
5. The single result that is returned by this search is generally what is being overlapped, so you will be able to see what date and time to avoid.
6. Make a note of this information, and then change the Start and Stop Date on your draft note in order to permanently clear the error message.

**NOTE:** If the error mentions "for the same provider" as in the example above, the Calendar main menu option is also an excellent tool to determine what chart items are overlapping. Overlapping items will appear side by side.

## Logging In and Out

ChartCaddy is just a website, so how to log in and out should be familiar.

## Searching For Chart Items

The Chart Items report is the primary way to search for chart items other than the client chart.

## Setting Chart Item Flags

On various documents and reports there is an option to "Set Flag", which is used to set or unset flags on a Chart Item. When setting a flag a comment must be entered in the field in between the drop down and the "Set Flag" button.

Option	Description
Set Comment	Adds a comment to the Chart Item.
Set Hold	Sets the Hold flag, which prevents the Chart Item from being Finalized.
Set Forced	Sets the Forced flag, which allows certain errors to be ignored.
Set NoBill	Sets the NoBill flag, which allows most errors to be ignored but prevents billing.
Set Deleted	Sets the Deleted flag, which effectively deletes the Chart Item. Deleted items can only be viewed on the Chart Items report when the Deleted flag search criteria is set.
Unset Comment	Clears the Chart Item comment, although it is retained in the Chart Item history.
Unset Hold	Unsets the Hold flag.
Unset Rejected	Attempts to unset the Rejected flag. If the rejection issue has not been resolved the flag will remain.
Unset Forced	Unsets the forced flag.
Unset NoBill	Attempts to unset the NoBill flag. Certain Chart Items such as For Information Only notes always have the Nobill flag set.
Unset Deleted	Unsets the Deleted flag, making the Chart Item visible again.

## Setting Chart Item Statuses

On reports there is an option to "Set Status", which is used to change the status of one ore more Chart Items. When changing the status to Signed your ChartCaddy password must be entered in the field in between the drop down and the "Set Status" button. When viewing a specific Chart Item, to change the status first update the Status field and then click Save.

There is a specific order that must be followed when updating the status of Chart Items. The normal order is Draft, Completed, Signed, Approved, and then Final. Some organizations may have additional statuses depending on their configuration. Only clerks and administrators can set Chart Items to Approved or Final unless the user has a special permission. Only administrators can change the status of Chart Items from Final to Approved and then from Approved to Draft in order to revised a signed Chart Item.

## Verifying Eligibility

The eligibility status for all payers for which claims can be submitted electronically is verified on demand and instantly by clicking the "Verify" or "Verify Selected" buttons on the Contact, Client, and Client Payer documents. Since there is a charge for every instant eligibility verification, being able to verify eligibility is restricted to administrators and users with the "Verify Client" permission.

The system never verifies the eligibility status for some payer sources like self pay and pro bono. The system automatically verifies the eligibility status for OKHCA payer sources three times a month. In addition the "Payer Comment" for each client is update every night for OKHCA payer sources (and change notifications sent out) even though the eligibility is not updated.



# Troubleshooting

## Add Chart Item Options Are Missing

When the Add Chart Item options are missing or incomplete then it usually means that there is an issue somewhere on the client's information page.

1. View the client's Chart Information and determine if this client has an active Preauth Request or Service Plan in place. This is most easily accomplished by looking at the "Chart Authorizations" section at the bottom of the client's chart. If the top right date is in the future then they have an active Preauth Request or Service Plan. If they have an active Service Plan double click on the top line under Chart Authorizations and/or view the plan itself and verify that the service you want to document is listed. The client Service Plan or Preauth Request is one of the criteria which determine which options that show up under Add Chart Item for the client.
2. View the client's Client Information by clicking the "View Client" button and check to be sure that the client has a program listed, and that at least one of the programs expires in the future. It is very common to set the program Effective and Expires dates to 01/01/1900 and 12/31/9999 so that the program will always be active for the client. The client program is one of the criteria which determines what type of items you can see under Add ChartItem. (MH, INT, SA, etc).
3. Check to be sure the client has a facility listed.
4. Check to be sure the client has at least one user listed.
5. Check to be sure the client has at least one payer, and that one of the Client Payers line the Effective date and Expires date are active.
6. Check to be sure that there is a line under Client Eligibles that has the name of the payer and that the Effective and Expires dates are current. If the payer line dates don't match the associated eligible line dates, that means the payer has told us that the client is not longer eligible. If they are not current, or if there is no line under Client Eligibles, you can override the information by double clicking on the Client Payer, then add a space to the **end** of the client's first name using the spacebar on your keyboard, and click save. This is something we call a "non-save", which means you're forcing ChartCaddy to update this payer, even though no real changes were made. Simply clicking the save button will not update the payer, you must add a space to a field.
7. If there are still no options at all, or only very limited options, check to determine if your or your provider's credentials are expired in the user settings section. Access this by clicking on settings on the navigation tree, or by going to Settings > Users > Your (or other provider's) name. Verify that you or your provider has a User Class, Facility, and that any/all credentials are entered with accurate effective and expiration dates.

**NOTE:** If the problem persists, please contact support with what service you are expecting to see and either a ChartCaddy client ID number or payer ID number to identify the client.

## Client Warnings

In various places the system will display a client warning, which is a potential issue with a client that somebody probably ought to take a look at. On the Dashboard the client warnings are displayed in the Client Summary section. The easiest way to get a list of clients with a particular warning is to double click a column in that section. If the client has a warning it is also displayed at the top of the client's chart.

Name	Description
None	Client should be good to go.
Stale	Client does not have a recent final encounter.
PlanDue	The client's service plan is about to expire.
NoPlan	The client does not have an active service plan.
NoAssess	The client does not have a final assessment.
NoPreauth	The client does not have an active pre-authorization.
PayerDue	One of the client's payers is about to expire.
PayerExp	One of the client's payers has expired.

NoPayer	The client does not have an active payer.
Discharged	The client has a discharge summary entered but is still active.
Unsettled	The client may need an ODMHSAS LOC/LOT. Click "View PriorAuths".
Locked	Chart Items may be entered but not completed.